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ATTORNEY DOCKET NO. 07752.0026

Box PATENT APPLICATION
Assistant Commissioner for Patents
Washington, D.C. 20231

Re: New U.S. Patent Application
Title: SYSTEM AND METHOD FOR PROVIDING A
MULTI-CHANNEL CUSTOMER INTERACTION CENTER
Inventors: Jean L. Missinhoun, Thomas G. Tynan and Robert P. Drzewicki

Sir:

We enclose the following papers for filing in the United States Patent and Trademark Office in connection with the above patent application.


1. Application - 40 pages, including 4 independent claims and 20 claims total.
2. Drawings - 22 sheets of informal drawings (Figures 1-22).
3. A check for \$768.00 representing a \$690.00 filing fee and \$78.00 for an additional independent claim.

This application is being filed under the provisions of 37 C.F.R. § 1.53(f). Applicants await notification from the Patent and Trademark Office of the time set for filing the Declaration.

Please accord this application a serial number and filing date.

$\{f_{\alpha}^{(n)}\}$ and $\{f_{\beta}^{(n)}\}$ are the sequences of functions defined by $f_{\alpha}^{(n)}(x) = \frac{1}{n} \sum_{k=0}^{n-1} f_{\alpha}(x + k\alpha)$ and $f_{\beta}^{(n)}(x) = \frac{1}{n} \sum_{k=0}^{n-1} f_{\beta}(x + k\beta)$. The sequences $\{f_{\alpha}^{(n)}\}$ and $\{f_{\beta}^{(n)}\}$ are uniformly bounded and equicontinuous on $[0, 1]$. By the Arzelà-Ascoli theorem, there exist subsequences $\{f_{\alpha}^{(n_k)}\}$ and $\{f_{\beta}^{(n_k)}\}$ which converge uniformly to functions f_{α}^* and f_{β}^* respectively. The functions f_{α}^* and f_{β}^* are continuous and satisfy $f_{\alpha}^*(x) = f_{\alpha}(x)$ and $f_{\beta}^*(x) = f_{\beta}(x)$ for all $x \in [0, 1]$. The functions f_{α}^* and f_{β}^* are also periodic with periods α and β respectively. The functions f_{α}^* and f_{β}^* are also measurable and integrable on $[0, 1]$. The functions f_{α}^* and f_{β}^* are also continuous and satisfy $f_{\alpha}^*(x) = f_{\alpha}(x)$ and $f_{\beta}^*(x) = f_{\beta}(x)$ for all $x \in [0, 1]$. The functions f_{α}^* and f_{β}^* are also periodic with periods α and β respectively. The functions f_{α}^* and f_{β}^* are also measurable and integrable on $[0, 1]$.

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LS/grc
Enclosures